

**IOWAccess Advisory Council**  
**Meeting Minutes of March 9, 2005, 1:00 PM**  
**Hoover Building, Level B, Conference Rooms 2 and 3**

**F i n a l**

- Present: Quent Boyken, Herb Strentz, Jane Ginapp, Sheila Castaneda, Barbara Corson, Marsha Ternus, Mary Maloney (until 3:00), David Redlawsk, Vicki Lensing, Tom Gronstal, Tina Schmidt\*, Glen Dickinson\* (until 2:30)
- Absent: Kelly Hayworth, Richard Neri, Miriam Ubben, Bob Brunkhorst, Bill Dotzler, Bob Brunkhorst
- Guests: Dr. Yu-Che Chen, Dr. Kurt Thurmaier, Jim Chrisinger, Tim Erickson, Mark Uhrin, John Gillispie, Lorrie Tritch, Larry Murphy, Harry Davis, Tom Shepherd, Angell Magnani, Larry Grund, Gary Borlaug, Nickie Whitaker, Sherry Arntzen, Paul Wieck, Diane Van Zante

\* participating in the meeting by phone

Council Chair, Quent Boyken, opened the meeting and noted that a quorum of members was in attendance.

1. Approve Minutes – Quent Boyken.  
David Redlawsk moved approval of the January 12, 2005 meeting minutes. Mary Maloney seconded the motion. An oral vote was taken, approving the minutes as written.
2. Finance Report – Denise Sturm.  
The first page of the financial report is a summary of approved projects through January 31, 2005. Denise's staff is currently working on the financials for February. The second page is a statement of net assets. Driver's record fees continue to be a consistent source of revenue. The report details budget to actual expenditure amounts, with resulting net assets of about \$2.5 million. The third page lists approved projects and encumbered amounts, and shows an available cash balance of about \$1.1 million. The Vice Chair asked if eligible members were claiming mileage reimbursement and encouraged them to do so. The Chair asked Diane to forward the electronic travel claim form to all the members.
3. ITE Project Updates – Mark Uhrin.  
Mark provided an update to the last published project status report. Point of clarification: The Board of Educational Examiners is the actual customer and is responsible for maintaining and issuing teaching licenses. The Board is a separate entity, but dependent upon the Department of Education for support. As a follow-up to a request at the last council meeting, a description of the overall functionality of the teacher licensure system is included in your meeting packet. In general we are making very good progress on several of the projects.
4. ITE Discretionary Fund – Mark Uhrin.

When last we met, the Council approved a discretionary fund of \$150,000 to allow ITE to move forward with small projects and/or clean-up issues between meetings. A more detailed rationale on the discretionary fund is as follows:

The discretionary fund is intended to provide a source of funds, accessible to COO of ITE in consultation with the DAS Director, to be used to fund low cost, short duration projects and support activities. These efforts are intended to have a total implementation cost of \$25,000 or less. The intent is to allow efforts of this size to be started without incurring the delays inherent in waiting for the board meetings necessary to complete the usual approval cycle. This will also allow the board to concentrate on larger projects, where the scope, impact and risk are more substantial and require a more in depth analysis by the board.”

A motion was made and seconded to formally approve the discretionary fund language. An oral vote was taken and unanimously approved.

5. Iowa Interactive Report – Tim Erickson.

Tim provided updates to the report sent to council members the end of February. Iowa Interactive completed six websites. The Department of Elder Affairs has decided to do a complete redesign of their site. Iowa Interactive has two major projects at present, the Department of Education project, and the Division of Insurance project. They are also working on the administrative rules site and a project for Public Safety dealing with accident reports. Public Health and Vital Statistics have shown an interest in professional licensing. The Google search engine on the state website is up and running and appears to be very well accepted. Under Iowa Interactive’s current contract, most of these projects fall within the scope of the contract, so are completed at no additional cost to the state.

A question was posed, “are we achieving a measure of uniformity among the agencies?” Tim responded that he tries to steer agencies toward ITE to promote uniform software, but many of the projects do not require additional software. Historically, each department has made its own decisions about software, but progress is being made and we are trying to develop consistent IT governance across the enterprise. All new pages that Iowa Interactive develops are required to be section 508 compliant (outlines accessibility guidelines for disabled persons). Iowa Interactive is also conducting an assessment of every State of Iowa website to see if it is section 508 compliant.

6. 28E Project – Review of Project to Date – Dr. Kurt Thurmaier and Dr. Yu-Che Chen, Iowa State University.

The project goal is to compile information on the various 28E agreements in Iowa and develop a user friendly database that can be accessed by other entities considering similar initiatives. Dr. Thurmaier plans to unveil the results at the Iowa State Association of Counties (ISAC) conference on March 18. The project was funded by the IOWAccess Advisory Council and is in cooperation with ISAC, the Iowa League of Cities, the Iowa City/County Management Association, the Office of the Secretary of State, School Administrators of Iowa, and the University of Iowa, Institute of Public Affairs. It is managed by the Public Policy and Administration Program at Iowa State University, Department of Political Science.

Dr. Thurmaier and Dr. Chen are working with the Secretary of State's Office on this project. The Secretary of State has no authority to make someone file a copy of a 28E agreement. The 28E survey did not capture the number of Memorandums of Understanding that are in effect. Management reports will be available approximately May 6 and will be available on the website. Doctors Thurmaier and Chen will come back to the Council to talk about a GIS-based spatial representation of each 28E agreement and about focusing on state-local and state-state agreements for effectiveness and efficiency. Out of 13,000 surveys, 1100 were returned. Some of the largest 28E-generators are in the survey database. This project is all about public access and serving citizens.

7. Criminal History Background Check – Request to Approve User Fees – Larry Grund.  
The Department of Public Safety (DPS) may charge a fee, per Iowa code, for criminal history data checks. Thirty-three staff are employed and their salaries are paid by criminal history fees. The annual salary expense for FY05 is \$1.6 million. The fee also pays for postage, telephone, fax, supplies, equipment, and AFIS annual maintenance charges. There are additional costs incurred by accessing the data through the web (transaction and monthly expenses). Offering criminal history checks online may decrease walk in traffic in favor of those who prefer to conduct business over the Internet. The Division of Criminal Investigation is proposing an online record check fee of \$12.00. The current fee schedule is as follows:

- \$10.00 Walk in Request at DCI
- \$13.00 Mail in Request
- \$15.00 Fax in Request
- \$12.00 Proposed Internet Fee

Question from the Council: Shouldn't costs go down if people use the Internet to access the information? Internet fees should not be more than walk-in fees. DPS indicated that if the fee were approved, at a future date, they could evaluate the number of transactions and reassess the fee. The Chair was hesitant to approve a fee for Internet access higher than the fee for walk-ins. Can we break down the costs by type of transaction (walk-in, mail-in, etc.)? On a monthly basis, DPS receives about 14,000 requests, but does not have statistics detailing how many of those were for each type of request. DPS suggested that they go back and break down the transaction costs and come back to the Council with more detailed information. The Chair's directive was to return with a fee structure that creates incentive for people to use the Internet. It should reflect cost savings (will probably require fewer than 33 people a few years from now). DPS' proposal needs to reflect greater efficiencies through the new form of accessibility. DPS clarified that most of the people costs are not for retrieving criminal history checks, but for the people in the background who verify the data and put it on line.



8. Cabin and Campground Reservations Online – Request to Approve User Fees – Tim Erickson & Sherry Arntzen.

Through Iowa Interactive, the Department of Natural Resources (DNR) is creating a centralized web-based reservation system that will provide reservation services for 72 cabins, 48 campgrounds, 24 day-use lodges, and numerous picnic shelters. The cabin reservation system is currently in test mode. The DNR will also begin allowing phone reservations via a DNR-operated call center. The City of Des Moines is interested in a similar system. All of the development work will be completed on the front end at no additional cost, however Iowa Interactive will recoup its costs through a transaction-based fee model. Iowa Interactive is seeking a \$2 one-time online transaction fee (you can book multiple sites or multiple days in one transaction). The \$2 fee would be split equally between ITE and Iowa Interactive and covers the expense of creating the application, hosting and maintaining the system, administrative costs, and technical assistance. A separate DNR fee and a processing fee (for credit card handling) would be in addition to this. Not including the base cost for the campground site/cabin rental, anticipated total fees would be \$3-\$6 per reservation plus credit card processing fees, if applicable. This will be a new service and will allow a person to use credit cards, which was previously not permitted. People would still be able to go to a campground and reserve in person without paying the extra fees. Some sites at each location will likely be blocked to prevent an entire campground from being booked online, in advance. Tom Gronstal made a motion to approve the \$2 fee. Mary Maloney seconded the motion. An oral vote was taken and unanimously approved.

9. Online Teacher License Renewal – Request to Approve User Fees – Gary Borlaug.

Gary thanked the council for their support of the project. It is expected to go live March 30. This project has three components: online renewal of teaching licenses, greater public access to licensure files and access to information regarding teaching assignments and authority. License renewal fees will be the same whether processed online or by mail, however the Board of Educational Examiners would like to add a \$3.00 fee to online transactions to recoup credit card costs. Mary Maloney mentioned that Mastercard and Visa will object if the Board does not charge for E-checks. The Board may want to make the fee \$3 higher and not charge a transaction fee. This is not feasible because the Code of Iowa states that the total license fee must be deposited in the general fund. John is working on code changes that would allow agencies to pass on the net amount collected minus the processing costs. If passed, Iowa would only be the third state to do so. At Polk County, they give an E-check discount, but there are no service charges for credit cards. Marsha Ternus moved approval of the \$3.00 Internet transaction fee; Jane Ginapp seconded the motion. An oral vote was taken, resulting in unanimous approval.

10. State of Iowa Purchasing Results – ROI will be Presented and Funding Requested – Jim Chrisinger.

Government budgeting generally involves using last years budget and increasing or decreasing amounts. The Governor is unhappy with this approach and has chosen to follow a Purchasing Results program that is zero based. In effect, we are looking at everything and analyzing what we're getting for the money. Agencies are now viewed as sellers; they have been asked to present offers so that the Governor can make choices and decide what he wants to buy. We are not drawing on any assumptions from last year. If you want to continue to do

what you're doing now, you need to present an offer. The Governor also wants agencies to make collaborative offers.

The offers will be made available to the public. This gives the public a sense of what the different offers are and how they can be measured, and allows the public to have interactive access to the figures to see how funding/not funding an initiative affects the overall budget. Citizens can view the rank order of the offers and will be able to see at what point the money runs out. There will also be an opportunity for citizens to provide feedback/comments. Iowa is still in the middle of decision making, but does know that it wants to give a public interface to the process.

The Department of Management is requesting \$50,688 for this tool. The version they wish to use originated with the City of Spokane, so the tool does not need to be built from scratch. This is really a public information tool and an internal decision making tool. It puts the information in a form that is pretty common sense. What happens when the budget process has been completed? Final information will probably be posted in June. The \$50,000 figure is really an upper limit. If we only do the public interface, we would not need the full \$50,000. Sheila Castaneda moved approval of the request, Tom Gronstal seconded the motion. An oral vote was taken and unanimously approved.

11. Iowa Supreme Court Commissions Project – Concept Paper will be Presented and Funding will be Requested for the Planning Phase of this Project – Paul Wieck.  
Executive summary: Various court commissions administer matters for five Supreme Court commissions or boards (essentially regulatory). Right now, the process is entirely paper based and they want to move to a web-based Internet interface. This project would give the public access to online information regarding lawyers, including disciplinary actions, provide online license-related services to lawyers and court reporters, provide electronic reporting and interest payment services to trust account depositories. Anticipated costs for external and internal interface planning are \$77,750. Court Commissions will contribute half of the money (approximately \$38,875) and is requesting \$38,875 in support from the IOWAccess Advisory Council for the planning phase. Would it be possible to use the medical examiners project that provides information about doctors as a basis for this project? No. The council will be asked at a later date to help fund the actual implementation. Paul believes that Court Commissions is interested in sharing the actual implementation costs. They would like to implement before the next reporting cycle (due date of March 1, 2006). Herb Strentz moved approval of the funding request, David Redlawsk seconded the motion. Could the implementation costs be covered through transaction fees? ITE cannot fund development of a system on the chance that it may recoup its costs over time. Paul thinks we can create enough economy on the court side to pay for credit card charges and hosting fees. An oral vote was taken, resulting in unanimous approval.
12. Wrap Up and Adjourn – Quent Boyken.  
Quent noted that the council received a thank you letter from the Iowa Ethics and Campaign Disclosure Board.

The council expressed interest in knowing more about the security of the systems it approves. The council should insist that systems are secure, that there are backup systems, and that information provided is indeed accurate.

Due to retirement, this is Jane Ginapp's last meeting. Jane's service and representation of the federal sector have truly been appreciated.

The next council meeting is scheduled for May 11.

There being no further business, the meeting adjourned at 3:29 p.m.